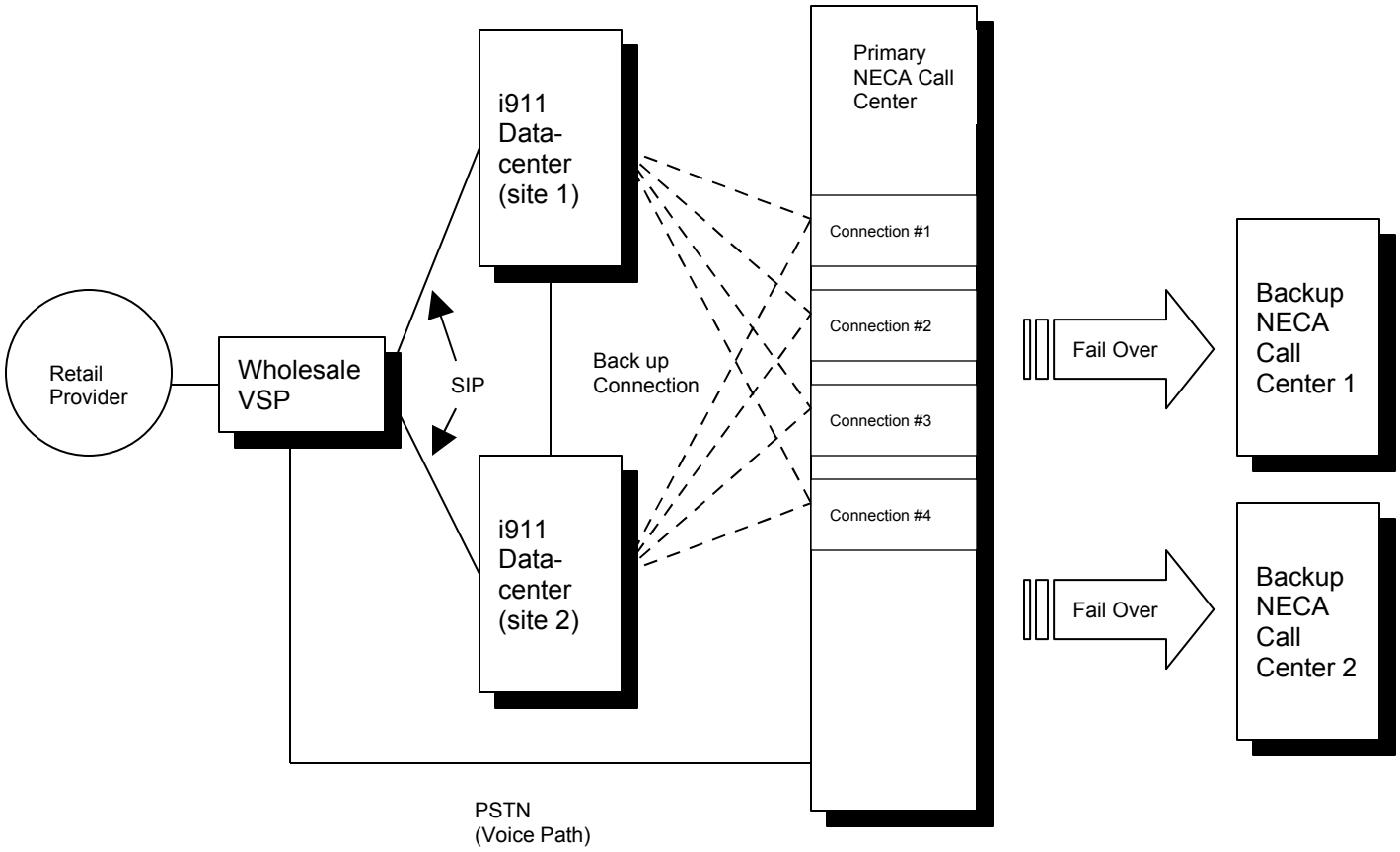
# National Emergency Answering Center (NEAC) Implementation Overview




PointOne and their partners have built voice and data redundancy into the *i-911 National Emergency Answering Center*. The following describes the design.

1. PointOne has redundant SIP servers to query for routing information from partner i-911 databases. When a PointOne-hosted subscriber makes an i911 call, these servers are queried and return the NEAC's access number.
2. PointOne then routes the call to the National Emergency Answering Center's telephone number. This voice service has automatic failover to a redundant switch at a separate center. The calls can be handled from the secondary site or they can be re-routed over IP links back to the primary center.
3. For retrieval of subscriber location information, the National Emergency Answering Center has four access providers (including 2 microwave carriers) that can access either of the i-911 servers where the i911 callers name, address, phone number, and local PSAP information are stored.
4. The i-911 data centers are geographically diverse, served from multiple power sources, and have multiple data carriers.

5. Data Center uptime is supported by features such as:
    - 750 Kilowatt Kohler Generator with 2,000 gallon Super Vault fuel tank.
    - Multiple surge suppression units throughout electrical system.
    - 500 KVA UPS with redundant battery strings.
    - Lightning protection system.
    - Redundant air handling units that control temperature and humidity.
    - Pre-action fire suppression system with active, third party monitoring.
    - Security system including third party monitoring, video surveillance and passkey controlled entry.
    - Network Operations Center, located in data center, monitors the servers for connectivity and active services on a 24/7/365 basis.